

ACCESS SERVICE

2. General Regulations (Cont'd)

2.7 Service Level Agreements (Cont'd)

2.7.2 Enhanced Service Level Agreements (Enhanced SLAs) (Cont'd)

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Regulations pertaining to National SLAs are contained in this tariff as specified following:

| <u>Description</u> | <u>Tariff Reference</u> | |
|--------------------------|-------------------------|-----|
| Reserved for Future Use | 2.7.3.1 | |
| Reserved for Future Use | 2.7.3.2 | (C) |
| Service Response Credits | 2.7.3.3 | |
| Reserved for Future Use | 2.7.3.4 | (C) |

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2.7.3.3 Service Response Credits

(A) The following lists the services that are subject to optional SRCs:

- | | | |
|-----|---|----------------|
| (1) | Exchange Access Frame Relay Service (FRS) | Section 16.3.1 |
| | ATM Cell Relay Service | Section 16.6.1 |

(2)

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(D)

National TLS

Section 16.11

(B) Service Response Credits apply to the following categories:

- On Time Provisioning
- Mean Time to Repair (MTTR)
- Network Availability

The Service Response Credits apply against the following rate elements:

ATM CRS UNI Port with Access Line Connection
ATM CRS IISP Port with Access Line Connection
FRS UNI Port with Access Line Connection

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National TLS Ethernet Virtual Circuit (EVC)

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2.7.3.3 Service Response Credits (Cont'd) (T) (x)

(C) General (M) (x)

(1) Maximum Amounts of Service Response Credits (M) (x)

(a) Services Listed in Section 2.7.3.3(A)(1) preceding (T) (x)

The combined total of any Service Response Credits applied to an individual service may not exceed the following thresholds: (M) (x)

- For any calendar month, the total monthly recurring charges billed to the customer of record for qualifying individual rate element(s) for that month
- For any calendar year, ten percent (10%) of the total revenue of the prior calendar year billed to the customer of record for qualifying rate elements, or \$200,000 per individual service, whichever is the lesser. For any calendar year in which a Customer did not have qualifying service in the prior calendar year, \$75,000 per individual service. (M) (x)

(b) Services Listed in Section 2.7.3.3(A)(2) preceding (T) (x)

- For any calendar month, the total SRCs for a qualifying individual rate element shall not exceed twenty percent (20%) of the monthly recurring charge billed to the customer of record for that qualifying individual rate element for that month. This limitation shall apply even if the customer was eligible for SRCs for a rate element under more than one metric. For instance, if for a rate element for a calendar month the customer was eligible for SRCs under two metrics (such as MTTR and Network Availability), the SRC due to the customer would be limited to 20% of the monthly recurring charge billed to the customer for that rate element for that month, even though the total of the SRCs provided for in the two metrics when added together would be 40% of the monthly recurring charge billed to the customer for that rate element for that month. (M) (x)
- The combined total of any Service Response Credits applied to an individual service may not exceed the following threshold: For any calendar year, ten percent (10%) of the total revenue of the prior calendar year billed to the customer of record for qualifying rate elements, or \$200,000 per individual service, whichever is the lesser. For any calendar year in which a Customer had less than 12 full months of revenue for a qualifying service in the prior calendar year or had no qualifying service in the prior calendar year, \$20,000 per individual service. (M) (x)

Certain material previously found on this page can now be found on Original Page 2-118.

(x) Certain material on this page formerly appeared on Original Page 2-55.1.1.

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(T)

2.7.3.3 Service Response Credits (Cont'd)

(T) (x)

(C) General (Cont'd)

(M) (x)

- (2) To receive SRCs on eligible rate elements, customer must have rate elements listed in its initial subscription submitted under Section 2.7.3.3(D)(1) based on the established customer of record, or have ordered the eligible rate elements subsequent to its initial subscription. The Telephone Company reserves the right to change, alter or discontinue the optional SRC plan at its discretion.

(M)

(T)

(M)

- (3) All service performance and provisioning measurements are conducted using Telephone Company monitoring systems and procedures. The Telephone Company may change these systems and procedures at its sole discretion. In performing measurements of overall Mean Time To Repair and Network Availability as set forth in 2.7.3.3(F) and (G) following, the Telephone Company shall include data measured from throughout the territories covered by this tariff and The Verizon Telephone Companies Tariff F.C.C. No. 20 under Service Response Credit plans offered in such tariffs.

(M)

(T)

(M)

- (4) To receive credit, the Telephone Company must receive from the customer a written request for credit within 30 calendar days of the end of the SRC monitoring period. The customer's request for credit must be submitted to the appropriate Telephone Company entity (office or interface) in a manner prescribed by the Telephone Company. The request must include a list of all impacted circuit/connection identification numbers and the type of SRC requested for each circuit/connection. The SRC monitoring period is based on a calendar month.

(D) Responsibility of the Customer

(1) General

To participate in the SRC plan, the customer must meet the qualifications set forth in 2.7.3.3 (D)(2), following, for FRS and 2.7.3.3 (D)(3), following for ATM CRS, and, for all services, submit a subscription in writing, including a list of all qualifying rate elements. The Telephone Company reserves the right to change, alter or discontinue the optional SRC plan at its discretion.

(M)

(T)

(T)

(M)

(M) (x)

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